



Department of Motor Vehicles

LICENSING-REGISTRATION EXAMINER

Departmental Open Examination

Location: Statewide

Continuous Filing

VS50-8758BM/LH 8PB26

BRD: 3/13/09

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION TYPE

This is a Departmental Open Examination. Applications will NOT be accepted on a promotional basis.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated on this bulletin may apply. Once you have taken the examination, you may not reapply for twelve (12) months.

IDENTIFICATION REQUIRED

Applicants must bring photo identification or two forms of signed identification to the written test.

HOW TO APPLY

The application will be available on a continuous basis on the Internet. Applicants will respond to questions regarding their ability to meet minimum qualifications, provide their contact information and schedule a time and place to take the examination.

DO NOT SUBMIT A STATE APPLICATION FORM. THE APPLICATION FORM FOR THE LICENSING-REGISTRATION EXAMINER EXAMINATION IS COMPLETED DURING THE ONLINE INTERNET PROCESS.

If you do not have Internet access, there are public access Internet terminals in over 150 California public libraries. Contact your local library for information as to where the nearest Internet terminal is located and the policies related to usage. **DO NOT** contact the State Personnel Board or the Department of Motor Vehicles for this information. The State Personnel Board Service Center, located at 801 Capitol Mall, Sacramento, CA does have Internet terminals that are available for public use at no cost. For more information contact the Service Center at 916-653-1705.

Exams will be held at various dates and locations throughout California. These dates and locations will be posted online as they are needed. To apply and schedule an appointment to take the test as dates become available, please go on the Internet and connect to:

http://www.spb.ca.gov/jobs/exams/exam_start.htm

Follow the online instructions. Applicants will complete their application and respond to questions regarding their ability to meet the minimum qualifications. An immediate minimum qualification determination will be made by the online system. If an applicant qualifies, he/she will be allowed to select a date, time and place to take the written test.

APPLICATION DEADLINE CONTINUOUS FILING

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, contact the Department of Motor Vehicles at (916) 657-7713, or Telecommunications Device for the Deaf (TDD) at 1-800-735-2929.

SALARY RANGE

Monthly Salary:

\$3015-\$3588

**POSITION DESCRIPTION
AND LOCATION**

A Licensing-Registration Examiner, under direction, in the Department of Motor Vehicles; interprets, applies, and explains the provisions of the Vehicle Code, administrative regulations, policies and procedures pertaining to the licensing of drivers and the registration and ownership of motor vehicles. Gives written, oral, visual and practical performance tests in the course of examining applicants for ability and fitness to operate various types or combinations of motor vehicles safely, including commercial vehicles in designated field offices, and for knowledge of Vehicle Code requirements. Serves notices of and/or gives and receives information concerning suspensions, revocations and cancellations of licenses. Determines if vehicles are subject to registration and transfer of ownership; inspects vehicles for body type, usage and verification of identification and license numbers. Issues license plates, tabs and operating permits; determines, collects, and accounts for fees and penalties; and makes reports concerning work performed.

Selected candidates may be required to participate in the DMV Employee Pull Notice Program. This will require the submission of their valid California driver license number. The program requires a review of an employee's driving record when certain updates are received by the Department.

Positions exist throughout the State.

Written Test will be conducted throughout the State.

**MINIMUM
REQUIREMENTS**

All applicants must meet the Minimum Qualifications on the date of submission of their application for examination. Qualifying experience may be combined on a proportionate basis to meet 100% of the minimum qualifications stated below.

**MINIMUM
QUALIFICATIONS**

Possession of a valid Class C or above driver license. (License must be secured prior to appointment.)

AND

Visual acuity of 20/20 or better in each eye (correction may be used to meet this requirement) and a monocular peripheral vision of at least 100 degrees of horizontal extent and 100 degrees of vertical extent, with no evidence of scotomas (non-seeing areas) within the full visual field of each eye; **AND**

Either I

Two years of experience in work emphasizing contact and discussion with the public. This experience must have involved face-to-face public contact and activities such as the personal explanation or interpretation of the products, policies, or procedures of an organization.

Or II

Education: Equivalent to completion of two years (60 semester units or 90 quarter units) of college education. (Students in their second year of college will be admitted to the examination, but they must produce evidence of completion of the required 60 semester units or 90 quarter units before they can be considered eligible for appointment.)

Or III

One year of experience in the Department of Motor Vehicles performing duties comparable to those performed in the classes of Motor Vehicle Assistant, Range B; Motor Vehicle Field Representative, Range B; or Management Services Technician.

Or IV

Two years in the Department of Motor Vehicles with at least 18 months of experience at the level of Office Assistant, Range B (formerly Office Assistant II) or higher.

SPECIAL NOTE: A personal history and background questionnaire must be approved by the Department of Motor Vehicles prior to consideration for appointment. Successful candidates will be sent the questionnaire prior to initial contact and completion of the questionnaire is mandatory.

**SPECIAL PERSONAL
CHARACTERISTICS**

Before appointment, successful candidates will also be required to pass a medical examination. Firmness, tact, and normal hearing; physical agility and mental alertness sufficient to permit work in and around various types of motor vehicles with safety; satisfactory driving record and willingness to work as required at various locations throughout the State.

**EXAMINATION
INFORMATION**

The examination will consist of a written test weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

CALCULATOR USAGE

Hand-held calculators will be permitted, but will not be provided by the Department. Note: Cell phones, Palm Pilots and other electronic devices may not be used as a calculator during the examination.

**TEST INFORMATION
AND SCOPE****WRITTEN TEST - WEIGHTED 100.00%**

In evaluating the candidates' knowledge, skills, and abilities, the examination has been developed to measure each candidate's:

A. Knowledge of:

1. Proper spelling, grammar, punctuation, and sentence structure for the English language, to ensure that prepared and/or reviewed written materials are complete, succinct, and free of writing errors.

B. Skill to:

1. Communicate clearly and concisely in writing regarding driver licensing, vehicle registration and ownership, and other related issues, adjusting the level and tone of the message appropriate to be understood by the respective audience.
2. Write detailed summaries to communicate the results of driver license examinations using proper grammar, punctuation, sentence structure, and diagrams.
3. Write memos, letters, and correspondence using proper grammar, punctuation, and sentence structure.
4. Read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.
5. Read and comprehend a variety of technical information pertaining to driver licensing, vehicle registration and ownership, and/or other related issues.
6. Interpret technical information and materials (such as departmental policy and procedure manuals, the Vehicle Code, CA Driver Handbook).
7. Adhere to and apply office policies and procedures in the completion of work assignments.
8. Identify inconsistencies in information and materials received orally and in writing.
9. Analyze and evaluate situations accurately and thoroughly to determine and implement appropriate courses of action.
10. Establish and maintain cooperative relations with peers, supervisors, other departmental staff, supporting agencies, and/or the public.
11. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, supporting agencies, and/or the public.
12. Participate in and contribute to the effectiveness of a team.

C. Ability to:

1. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing work assignments.
2. Work in a team environment to complete assigned work tasks or assignments.

**ELIGIBLE LIST
INFORMATION**

Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 24 months after it is established. A candidate may be tested only once during any 12 month period.

**VETERANS'
PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference credits.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: California law limits the granting of veterans' preference points in open entrance examinations and open non-promotional examinations. Credits in open entrance examinations are granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Credits in open non-promotional examinations are granted as follows: Five points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference are on the Veterans' Preference Application which is available from the State Personnel Board office, written test proctors, and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807.